

REMARKS/ARGUMENTS

Applicants respectfully request reconsideration of this application as amended. Claim 27 has been amended. No claims have been added or canceled.

35 U.S.C. §102 Rejection

Geary

The Examiner has rejected claims 1-30 under 35 U.S.C. §102 (b) as being anticipated by Geary, U.S. Patent No. 6,070,160 (“Geary”). The Applicants respectfully disagree and submit the following arguments in support of their position.

As understood by the Applicants, Geary is directed to searching art, music, film, and other art-oriented databases. Through the use of a linking database, Geary teaches associating two databases.

In contrast, the present invention is directed to a CRM system that can search its numerous databases and attached documents with a single search. For example, claim 1 requires “performing a single search on a plurality of databases for data records matching the search criteria.” Thus, a single unified search that can reach into the totality of the plurality of databases is required. Geary only teaches retrieving additional documents from another database that are linked to the search results in the database being searched. Geary does not teach or suggest that the search reaches into the second database. *See* Column 15 Lines 4-10.

Therefore independent claim 1 should be allowed. Claims 2-9 that depend on claim 1 adding further limitations should also therefore be allowed.

Furthermore, claim 11 requires “performing a single search on at least one database and at least one attached document for data records matching the search category and the search

keyword.” As set forth above, Geary does not teach or suggest searching search-attached documents in the same search as the database search. Therefore independent claim 10 should be allowed. Claims 11 – 15 that depend on claim 10 adding further limitations should also therefore be allowed.

Furthermore, claim 16 includes limitations similar to allowable claim 10 and adding further limitations not taught or suggested by Geary. Therefore independent claim 16 should be allowed. Claims 17-20 that depend on claim 16 adding further limitations should also therefore be allowed.

Furthermore, claim 21 includes limitations similar to allowable claim 1 and adding further limitations not taught or suggested by Geary. Therefore independent claim 21 should be allowed. Claims 22 – 26 that depend on claim 21 adding further limitations should also therefore be allowed.

Furthermore, claim 27 has been amended to include limitations similar to allowable claim 1. Therefore independent claim 27 should be allowed. Claims 28 – 30 that depend on claim 27 adding further limitations should also therefore be allowed.

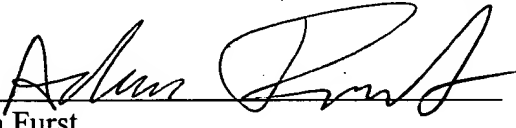
CONCLUSION

Applicants respectfully submit the present application is in condition for allowance. If the Examiner believes a telephone conference would expedite or assist in the allowance of the present application, the Examiner is invited to call Adam Furst at (408) 947-8200.

Authorization is hereby given to charge our Deposit Account No. 02-2666 for any charges that may be due.

Respectfully submitted,
BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN LLP

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Adam Furst
Reg. No. 51,710

12400 Wilshire Boulevard
7th Floor
Los Angeles, California 90025-1026
(408) 947-8200